

**Developing an RFP  
for Health and Human Services  
Pursuant to Chapter 103F, HRS  
April 28, 2006**

**This workshop is designed for agencies  
issuing RFPs when contracting for  
health and human services  
pursuant to Chapter 103F, HRS**

**The principles can be adapted for any good  
or service.**

## A Little Bit about SPO

- Oversees the Procurement Statutes
  - Chapter 103D, HRS – The Procurement Code (goods, services and construction)
  - Chapter 103F, HRS – Purchases of Health and Human Services (This workshop is about developing RFPs pursuant to this statute)

## What SPO Does

- Price and vendor lists
- Complex procurements for agencies (103D)
- Inventory Management & Excess Property  
Ron Omura 831-6756 (ron.omura@hawaii.gov)
- Surplus Property  
Craig Kuraoka 831-6757 (craig.i.kuraoka@hawaii.gov)
- Travel Administrator  
Bonnie Kahakui 587-4702 (bonnie.a.kahakui@hawaii.gov)

Assistant Administrator of SPO:  
Ruth Yamaguchi

## Administrator of the State Procurement Office: Aaron Fujioka

### Note:

The Administrator of the State Procurement Office  
is also the  
Chief Procurement Officer (CPO)  
for the Executive Branch

## About Chapter 103D & Chapter 103F

Statute	<b>103D, HRS</b> The Procurement Code	<b>103F, HRS</b> Purchases of Health & Human Services
Used for:	<ul style="list-style-type: none"> <li>• Goods</li> <li>• Services</li> <li>• Construction</li> </ul>	Health & Human Services
Most frequent procure-ment method	Invitation for Bids (IFB)	Request for Proposals (RFP)
Applies to:	<ul style="list-style-type: none"> <li>• State agencies</li> <li>• County agencies</li> </ul>	<ul style="list-style-type: none"> <li>• State agencies</li> <li>• Optional for Counties</li> </ul>

## **What is an RFP?**

- Request for Proposals (not a bid)
- It is a process (not just a document).
- Given certain specifications, the state is asking applicants to propose delivery of a service(s) that addresses a problem or need.
- Method of procurement used most often for procuring health and human services.
- It is the most competitive of all the methods of procurement pursuant to this chapter.

## **Why Do We Conduct RFPs?**

- We are the public (not the private) sector.
- We are spending public funds/taxpayer dollars.
- We must follow a consistent set of rules that ensures the public trust.

## **Procurement in the Public Sector Is Different from the Private Sector**

- All qualified competitors who want to apply shall have the opportunity to do so.
- Everyone is our ‘customer’: clients, users, providers, the public, etc.
- We must ensure equitable treatment of all parties for all aspects of procurement: planning, procurement, award, contracting, contract administration and contract completion/termination.

## **General Principles for Conducting an RFP**

- Open, fair, transparent
- Clarity
  - Who
  - What
  - When
  - Where
  - Why
  - How

### **RFP Development: It's a Team Process**

- Coordinator for the RFP
- Planning staff
- Users of the service (social workers, program specialists, etc.)
- Fiscal staff
- Proposal evaluators
- Contract administrator
- Monitoring staff
- Community: clients, providers, interested community members
- Chief/administrator/supervisor

### **Working with the Team**

- Identify who will participate and get a commitment (administrators/supervisors can help with this.)
- Except for the coordinator, team members will not be involved in every aspect of the process.
- Provide team members with drafts and invite comments.
- This is the ideal model.

## Planning

- Planning is a good thing.
- It is also mandatory.
- Community planning is required-conducting a request for information prior to developing an RFP is mandatory.
- You may want to conduct more than one RFI.
- Your RFP will change.

*If you never change your mind,  
why have one?*

-Edward DeBono

**Administrative rule changes effective 1/23/06**

Chapter 3-142

**Planning**

- Planning is **mandatory**.
- A brief reference to agency planning activities shall be included in each RFP.
- Planning documents referenced in the RFP shall be available to the public.
- The planning activities schedule for a particular service **shall** be determined by the length of the service contract.

**Administrative rule changes effective 1/23/06**

Chapter 3-142, Planning

**Requests for Information (RFI)**

- At a minimum, a state agency shall prepare a request for information prior to the development of an RFP to obtain community input and facilitate community planning activities.
- **Public notice.** Notice of RFIs shall be posted on the PNS for a minimum of seven days.



***Man invented language to satisfy  
his deep need to complain.***

-Lily Tomlin

**RFP Logistics  
Develop a Timeline**

- SPO issues a timeline when many procurements occur at the same time (on the biennium).
- The SPO timeline is a result of consultation with state personnel and private providers.
- At other times, agencies develop their own timeline.

## **Setting your RFP timeline**

- Average length of time – 6 months.
- Consider the specifics of your situation
  - New/Modified service or essentially the same?
  - Complexity of service
  - Number of providers
  - Agencies relationship with providers
  - Possibility of mainland providers?
  - How long for AG approval?

***Time flies when you have no  
idea what you are doing.***

-Unknown

**Administrative rule change effective 1/23/06**  
Chapter 3-143, Competitive Purchase of Service  
**Requests for Proposals**

- **Proposal submittal deadline** is 28 days from the date RFP is first available.

***If you do not have time to do it right,  
you must have time to do it over***

-Unknown

## **The RFP Templates**

- 2 RFP templates
  - Regular RFP Template (used most of the time)
  - RFP Template Short Form 1 (next slide)
- Do Not try to use the short-form if it doesn't fit. You will just have to do it over.
- Templates were created to meet requirements of the Administrative Rules. Do not delete.
- Templates are updated often!  
Check the web each time you develop an RFP!

## **RFP Template Short Form 1**

To be used when all of the following are true:

- Service and method of delivery is clearly described or is an industry standard;
- Qualifications are objectively measured;  
and
- Evaluation is based on qualifications and price.

### **Short Form RFP Template Services that May be Applicable**

- Physician services
- Nursing
- Dentistry
- Occupational/Physical Therapy
- Psychiatric Assessment
- Psychological Assessment

### **Parts of the RFP Template**

- Sample Notice
- Proposal Mail-In & Delivery Information
- 1. Administrative Overview
- 2. Service Specifications
- 3. Proposal Application Instructions
- 4. Proposal Evaluation
- 5. Attachments

**RFP Template**  
**Section 1 - Administrative Overview**

- Most of it is done for you.
- There is some information you need to fill in.
- You may add but do not delete. There may be instances when certain items are N/A, you may mark them as such.
- This is part of your RFP. Therefore you need to know it!

*If ignorance is bliss,  
why aren't more people happy?*

-Unknown

## **RFP Template**

### **Section 2 – Service Specifications**

- This is the heart of your RFP.
- You must know what you want.
- Remember K.I.S.S.
- Not sure how to phrase it? Look at the RFP website. Past RFPs are there.

## **Service Specifications**

### **Two Ends of the Spectrum**

- Services specs are detailed in terms what activities, how often they occur, types of professionals, minimum qualifications, etc.
  - Leaves little for the applicant to ‘propose’ other than offering documentation of meeting minimum qualifications and offering a competitive price.
- Service activities may be a range of services or must meet certain criteria/have certain characteristics.
  - Remember, evaluation criteria must be in the RFP. This is not a grants process.

**Administrative rule change effective 1/23/06**  
Chapter 3-143, Competitive Purchase of Service  
**Requests for Proposals**

- **Service specifications.** Adds that the method of payment shall be included in the RFP.

**Section 2**  
**Service Specifications**

- Introduction  
Overview, Purpose or need, Planning activities  
Service Goals, Target Population,  
Geographic Coverage, Funding Amounts
- General Requirements
- Scope of Work



**Section 2 - Service Specifications**  
**Scope of Work-Sample Service Activity**

Provide outreach services to at-risk youth, who are both in and out of school in order to get those in need into substance abuse treatment.

At- risk youth are youth who...

Outreach services may include but are not limited to...

Outreach services should minimize the missed class time.

**Section 3**  
**Proposal Application Instructions**

- General Instructions for Completing Applications
- I. Program overview
- II. Experience and Capability
- III. Project Organization and Staffing
- IV. Service Delivery
- V. Financial
- VI. Other

### **Section 3 – Proposal Application Instructions**

- Insert the items, descriptions, etc. required from the applicant. Be specific!
- Be sure proposal evaluators are involved!
- Add bullets. Bullets will generally be specific to a service.
- To avoid parroting RFP language, give examples:
  - Describe in detail how...
  - Explain in detail...
  - Describe each phase of...
  - Describe how will service A be delivered...
  - Describe how will service B be delivered...

### **Section 3 –Proposal Application Instructions Sample Service Activity Instruction**

- Describe in detail the types of outreach services that will be conducted in schools. If clients will be taken from class, indicate how will missing class time be kept to a minimum. For instance, describe you may describe n average, how much class time will a client miss per week due to outreach activities. Describe how other outreach activities will be conducted on campus during the school day that will not involve missing valuable class time.
- Describe in detail outreach activities that will be conducted in the community. Indicate in detail how outreach workers will be able to connect with youth. Provide typical locations, times, etc. Be specific. For example, if services will be conducted in parks, name the parks. Will it occur mornings, evenings, weekends?

## **Section 4 – Proposal Evaluation**

- Introduction
- Evaluation Process
  - Describe your evaluation process.
- Evaluation Criteria
  - I. Program Overview
  - II. Experience and Capability
  - III. Project organization and Staffing
  - IV. Service Delivery
  - V. Financial

## **Proposal Evaluation**

- Again, include evaluators in developing this section.
- Develop in accordance with Section 3.

## **Proposal Evaluation Sample Criteria**

- Described in detail the types of outreach services that will be conducted in schools. Description of services minimizes missed class time. (5 points)
- Described in detail outreach activities that will be conducted in the community, indicating in detail how outreach workers will connect with youth. (10 points)

## **Section 5 - Attachments**

- Sample table of contents is a “sample.”
- Be sure to include and complete the Proposal Application Checklist. The checklist is not readily available on the web for applicants.
- Requiring federal forms (Debarment, etc.)? Include them in the RFP. Federal forms are not on the SPO website.
- Requiring any budget forms that need special instructions?

## **RFP Posting and Public Notice Requirements**

- Notice of the RFP shall be placed on the Procurement Notices Website (PNS).
- The RFP shall be placed on the RFP Website (RFPW).
- Public notice of the RFP in newspapers is optional (If you choose to do so, follow pricelist requirements.)

## **A Word About Addenda**

- Having to do an addenda is not bad thing. There is always room for improvement.
- Sample Template for Addenda

## Mistakes are the Portals of Discovery

-James Joyce

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Chapter 3-143, Competitive Purchase of Service  
**Requests for Proposals**

- **Orientation and responses to questions.**  
Substantive matters raised at orientation and responses to questions shall be issued by addendum.

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Chapter 3-143, Competitive Purchase of Service

### **Requests for Proposals**

- **Final Revised Proposals.** Shall be issued via an addendum rather than just a notice.

### **Orientation Meeting**

- Be not afraid.
- Bring someone to take notes.
- Sample Agenda

## Resources for You to Tap

- Each other!
- RFP website (includes past RFPs)
- Contracts database (lists contact people)
- Departmental Coordinators for Purchases of health and Human Services

### **Departmental Coordinators for Purchases of Health & Human Services**

AG	Adrian Kwock
DHS	Susy Kawamoto
HCDCH	Barbara Arashiro
DLIR	Yvonne Chong
DOD	Tom Moriyasu
DOE	Chris Butt
DOH	Valerie Ako
PSD	May Price
JUD	Jonathan Wong



*It's kinda' fun to do the  
impossible.*

-Walt Disney

## Questions?

The SPO website

[www.spo.hawaii.gov](http://www.spo.hawaii.gov)

Click on "Health and Human Services Ch. 103F, HRS..."

Mara Smith 587-4704 or [mara.smith@hawaii.gov](mailto:mara.smith@hawaii.gov)  
Corinne Higa 587-4706 or [corinne.y.higa@hawaii.gov](mailto:corinne.y.higa@hawaii.gov)